

SAP Business Intelligence Reporting

Additional Information/FAQ

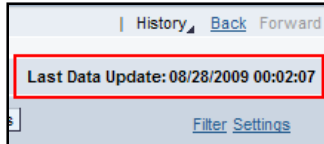
Washington State HRMS Business Intelligence (BI)
Self-Paced Learning Materials
General Topics - BI End Users/Power Users

Additional Information/FAQ

The following information is provided as a resource for getting help on frequently asked BI-related questions. (FAQ)

In most cases, the first point of reference will be the BI Self-Paced Learning Materials:

<http://www.dop.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx>

Question	Answer	Resource
How do I know when the data was last loaded?	<ul style="list-style-type: none"> When a BI report is generated, there is a section in the report header that tells the user when the InfoProvider data was last updated. 	<ol style="list-style-type: none"> For additional information, reference the DOP Website at http://www.dop.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx
I need status for a WTT/Incident and/or a Change Request. Who do I contact?	<ul style="list-style-type: none"> Please contact the DOP Service Center at 360.664.6400 or helpdesk@dop.wa.gov. They can check the current status for your WTT/Incident and/or Change Request. If needed, they can route additional information to the appropriate Response Team. 	<ol style="list-style-type: none"> DOP Customer Support(helpdesk@dop.wa.gov) (360) 664-6400
I'm a BI Power User and have already attended a BI Power User Workshop. Can I attend additional workshop sessions?	Yes. Some users find it very helpful to attend additional workshops to continue building their knowledge and skills.	<ol style="list-style-type: none"> DOP Customer Support (helpdesk@dop.wa.gov) (360) 664-6400 HRMS BI Training Schedule (http://www.dop.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx)
I'm a BI Power User and have already attended a BI Power User Workshop. I need some help creating a new ad hoc query but don't need to attend an additional workshop session. How can I get help?	Contact the DOP Service Center at 360.664.6400 or helpdesk@dop.wa.gov . They will route your request to the Response Team. The Response Team can assist you over the phone or schedule time for you to work with them in the HRMS Support Lab.	<ol style="list-style-type: none"> DOP Customer Support(helpdesk@dop.wa.gov) (360) 664-6400 For additional information, reference the DOP Website at http://www.dop.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx
What employment dates are used to calculate employee service key figures in BI?	<ul style="list-style-type: none"> Length of Service is based on the Seniority Date Present Pos Months is based on the Appointment Date State Svc in Months is based on the Anniversary Date Service Date = Unbroken Service Date Service Months 44 is based on the Service Date (Service Months after the age of 44) 	<ol style="list-style-type: none"> For additional information, reference the DOP Website at http://www.dop.wa.gov/payroll/HRMS/HRMSSupport/Pages/BusinessIntelligence.aspx